# RETAIN Virtual Annual Convening: Reflections Guide

## Guide Description

This guide provides a space to (a) respond to guiding questions for breakout sessions; (b) capture key takeaways and themes as they relate to you and your state team; and (c) reflect on insights from the convening and its activities.

## Day 1

### Panel Discussions

For the panel discussions, please use the space below to capture themes and key takeaways as they relate to your role with RETAIN, your RETAIN program and partners, and your stay-at-home (SAW)/return-to-work (RTW) program participants.

A New Normal: What Long COVID May Mean for Workforce and Healthcare Panelists

Click or tap here to enter text.

Job Accommodations From Multiple Lenses: Strategies and Considerations for Business and Healthcare

Click or tap here to enter text.

#### Serving RETAIN Participants: Roles and Impact (Breakout Session)

For this breakout session, you will be placed in discussion groups based on your role within RETAIN. You will discuss how your role affects or is informed by RETAIN participants.

* How does what you heard affect, inform, and/or align with your work or role on the RETAIN team?   
  Click or tap here to enter text.
* Based on the information presented, what, if any, impact has COVID had on your role within the RETAIN program?   
  Click or tap here to enter text.
* How do the following RETAIN partners support or engage with accommodations to support program outcomes?
  + Healthcare partners/providers  
    Click or tap here to enter text.
  + Workforce partners  
    Click or tap here to enter text.
  + Other  
    Click or tap here to enter text.

Below are guiding questions tailored toward your role within RETAIN. Please find your role and provide responses to the related guiding questions. If you have multiple roles, please feel free to answer all guiding questions that apply to your roles.

#### Return to Work Coordinators/Nurse Navigators/TA Liaisons

1. What competencies or skills have been the most relevant to your role so far? In what ways do these competencies affect the work?  
   Click or tap here to enter text.
2. In the context of RETAIN, what type of professional development opportunities have you had related to the skills most relevant to your role? How effective have these opportunities been?   
   Click or tap here to enter text.
3. What other opportunities do you feel would be helpful to grow your skills and competencies?   
   Click or tap here to enter text.
4. What tools and resources have helped you the most? Looking forward, what other tools and resources might be helpful?   
   Click or tap here to enter text.

#### Health Care Representatives/Partners

1. As health care partners in the RETAIN programs, how do you or other members of your team evaluate the functional abilities of RETAIN participants in their work and other activities of daily living? What information do you collect and from whom?  
   Click or tap here to enter text.
2. Do you engage employers to discuss patient functionality, including any necessary accommodations or work limitations? If so, what strategies have you used to engage employers?  
   Click or tap here to enter text.
3. What are the major challenges in assessing a participant’s functional abilities at work? What approaches have helped to address these challenges?  
   Click or tap here to enter text.
4. How does your lens as a provider help inform collaborative partnerships between participants, RTW case managers, employers, and other program partners?  
   Click or tap here to enter text.

#### State Directors

1. How might the information shared in the opening sessions inform programmatic implementation or alignment with state-level policies?   
   Click or tap here to enter text.
2. What insights have you heard from the opening sessions to inform your program’s efforts to support accommodations from a workforce and healthcare perspective?  
   Click or tap here to enter text.
3. What are the programmatic and state-level policy priorities on which you are currently focused? Why these priorities?   
   Click or tap here to enter text.
4. What are the major challenges you anticipate facing in your state-level policy priorities? What strategies have you used to overcome these challenges?   
   Click or tap here to enter text.

#### Evaluations Liaisons and Data Staff

1. How have you been exploring the use of data for evaluation and sustainability planning in RETAIN? If so, in what ways?  
   Click or tap here to enter text.
2. How can you leverage the data already collected for program assessment and sustainability for the long term?  
   Click or tap here to enter text.
3. What external or unexpected factors have changed or interrupted your evaluation and/or day-to-day implementation approaches for RETAIN? How were you able to resolve these interruptions?  
   Click or tap here to enter text.
4. In what ways do you coordinate and collaborate with the RETAIN team to collect data related to evaluation and sustainability planning?  
   Click or tap here to enter text.
5. What are the major challenges to collecting data for evaluation and sustainability planning in RETAIN? What strategies do you use to overcome these challenges?  
   Click or tap here to enter text.

#### Workforce, Business Development, and Community Engagement Representatives

1. What from the panel discussion on accommodations resonated with you?   
   Click or tap here to enter text.
2. In what ways do you collaborate with RETAIN partners/or as a RETAIN partner to ensure participants have the accommodations they need?   
   Click or tap here to enter text.
3. What are the major barriers to providing accommodations to RETAIN participants specific to your role? What strategies do you use to overcome these barriers?  
   Click or tap here to enter text.

### Panel Discussion

For the panel discussion, please use the space below to capture themes and key takeaways as they relate to your role with RETAIN, your RETAIN program and partners, and your SAW/RTW program participants.

### *Communicating About RETAIN to Legislators*

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## Day 2

### Panel Discussion

For this panel discussion, please use the space below to capture themes and key takeaways as they relate to your role with RETAIN, your RETAIN program and partners, and your SAW/RTW program participants.

Exploring the Role of Behavioral Science in Outreach and Recruitment

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#### Topical Strategy Roundtables (Breakout Session)

For the strategy roundtables, you will be placed in a breakout room to hear from subject matter experts (SMEs) about the latest research and findings on a topic and then have a working discussion around these strategies.

1. What, if any, new strategies did you learn from the SME discussion? What are some practical ways your program might use or adapt these new strategies?  
   Click or tap here to enter text.
2. Have you used any of the strategies the SMEs presented? If so, in what ways?   
   Click or tap here to enter text.
3. Given your role with RETAIN, what are ways you can assist with strategy implementation for this topic?   
   Click or tap here to enter text.
4. What, if any, of the below do you anticipate in implementing these strategies?

* Key resources needed?   
  Click or tap here to enter text.
* Major barriers and potential solutions?   
  Click or tap here to enter text.

##### Below are guiding questions tailored toward your strategy roundtable. Please find your strategy roundtable below and provide responses to the related guiding questions.

##### Topic: Sustainability and Continuous Quality Improvement in Action

1. Using the framework highlighted in the discussion, which pillar (internal support, resources, partnerships, marketing, and outreach) does your RETAIN program currently focus on the most? How?  
   Click or tap here to enter text.
2. What are some of the program, organizational, and partnership components you want to assess to inform sustainability decisions?  
   Click or tap here to enter text.
3. Given your role with RETAIN, what are your biggest takeaways and short-term next steps?  
   Click or tap here to enter text.

##### Topic: Business/Employer Engagement in RETAIN

1. What are your roadblocks and challenges in working with employers?  
   Click or tap here to enter text.
2. What strategies are working for you? What seems to resonate?   
   Click or tap here to enter text.
3. What is most important to the individuals you serve with employment/re-employment services?  
   Click or tap here to enter text.
4. What partners are most important in your RTW and retention strategies?  
   Click or tap here to enter text.

##### Topic: Shifting Focus from Pain to Function

1. What challenges have you encountered in shifting from a participant’s pain to function? In what ways have the strategies you have heard addressed these challenges?   
   Click or tap here to enter text.
2. What collaborative partnerships are needed to help mediate a shift from pain to function? How have you engaged these partners?  
   Click or tap here to enter text.
3. Given your role with RETAIN, what are your biggest takeaways and short-term next steps?  
   Click or tap here to enter text.

##### Topic: DEIA Strategies in Action in RETAIN

1. What makes it easier to engage with communities across your state? What makes it more challenging to engage with communities across your state?  
   Click or tap here to enter text.
2. What diversity, equity, inclusion, and accessibility (DEIA) strategies are you using or interested in doing to engage communities across your state? How successful have these been?  
   Click or tap here to enter text.
3. What are ways you can build upon or expand your current DEIA strategies? What additional new strategies can you implement?  
   Click or tap here to enter text.
4. Given your role with RETAIN, what are your biggest takeaways and short-term next steps?  
   Click or tap here to enter text.

##### Topic: Using Data for Continuous Quality Improvement

1. How does data inform your continuous quality improvement (CQI) efforts? How will the strategies you have heard help inform these efforts?  
   Click or tap here to enter text.
2. What are other CQI strategies that you are currently using?  
   Click or tap here to enter text.
3. What data gaps exist, if any, in your program’s CQI efforts? What program partnerships are needed to help fill these gaps?  
   Click or tap here to enter text.
4. What are some key successes you have had with CQI?  
   Click or tap here to enter text.
5. What are some barriers and challenges for implementing CQI?  
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**Topic: Partnering With State and Local Governments to Promote RETAIN**

1. What, if any, formal or informal relationships have you created with local or state policymakers?   
   Click or tap here to enter text.
2. Given the proposed state exchange process, what concerns do you have related to your state’s involvement, and what strategies might you employ to ensure that your state can actively participate?  
   Click or tap here to enter text.
3. Given your role with RETAIN, what are your biggest takeaways and short-term next steps?  
   Click or tap here to enter text.

### Panel Discussion

For this panel discussion, please use the space below to capture themes and key takeaways as they relate to your role with RETAIN, your RETAIN program and partners, and your SAW/RTW program participants.

Mathematica Update on Evaluation Findings

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### State Reflections

For the state reflections, please use the spaces below to capture themes and key takeaways as they relate to your bright spots, takeaways, action items, or other relevant topics.

State Peer-to-Peer Exchange

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State Team Breakout Rooms

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